Learning Paths

Author: Training and Certification
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- Customer Service Management (CSM)
- Employee Workflows
- Field Service Management (FSM)
- Risk and Compliance GRC
- IT Asset Management (ITAM)
- IT Operations Management (ITOM)
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- Security Operations (SecOps)
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### Abbreviations

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<td>ILT</td>
<td>Instructor-Led Training</td>
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<tr>
<td>CIS</td>
<td>Certified Implementation Specialist</td>
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<tr>
<td>CSA</td>
<td>Certified System Administrator</td>
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<tr>
<td>CAD</td>
<td>Certified Application Developer</td>
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<tr>
<td>CAS</td>
<td>Certified Application Specialist</td>
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System Administrator Learning Path
It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming a system administrator. Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

**Additional Recommended**
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Now Support Administrator
- Performance Analytics Essentials
- Scripting in ServiceNow Fundamentals
- Application Development Fundamentals
- Introduction to ServiceNow HealthScan and Instance Scan
- Fundamentals and Implementation courses as products are activated in your organization’s instance
Developer Learning Paths
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an application developer.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended Courses for Application Developer Learning Paths
- Automation Center Overview
- Automated Test Framework (ATF) Essentials
- Flow Designer Fundamentals
- Integration Hub Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Robotic Process Automation (RPA) Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Source Control Fundamentals
- UI Builder Fundamentals
- Ongoing Delta testing
- Additional Recommended Courses for Application Developer Learning Paths
  - Automation Center Overview
  - Automated Test Framework (ATF) Essentials
  - Flow Designer Fundamentals
  - Integration Hub Fundamentals
  - Configuration Management Database (CMDB) Fundamentals
  - Common Service Data Model (CSDM) Fundamentals
  - Mobile Development Essentials
  - Performance Analytics Essentials
  - Robotic Process Automation (RPA) Essentials
  - Service Portal Fundamentals
  - Service Portal Advanced
  - Source Control Fundamentals
  - UI Builder Fundamentals
  - Ongoing Delta testing

Developer Learning Paths

- Citizen Developer
  - ServiceNow Citizen Developer Core Skills
  - Citizen Developer Core Skills Micro-Certification Suite
  - ServiceNow Citizen Developer Advanced Skills

- Application Developer
  - ServiceNow Application Developer Skills
  - Application Developer Core Skills Micro-Certification Suite

- Certified Application Developer (CAD)
  - Scripting in ServiceNow Fundamentals
  - Application Development Fundamentals
  - CAD Voucher

Are you using App Engine products to develop applications?

Yes: 
- Welcome to ServiceNow

No: 
- Certified Application Developer (CAD)
  - Ongoing Delta testing

Additional Recommended Courses for Application Developer Learning Paths

- Automation Center Overview
- Automated Test Framework (ATF) Essentials
- Flow Designer Fundamentals
- Integration Hub Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Robotic Process Automation (RPA) Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Source Control Fundamentals
- UI Builder Fundamentals

Ongoing Delta testing
Platform and Process Owner Learning Paths
Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**

- **CIS**: Certified Implementation Specialist
- **ILT**: Instructor-led Training

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**Platform Owner Learning Path**

- **Welcome to ServiceNow**
  - **ServiceNow Administration Fundamentals**
    - **CSA voucher**
  - **optional**
    - **CSA**
    - **Ongoing Delta testing**
- **Adapting a Platform Owner Mindset**
- **Get Started with Now Create**
- **Performance Analytics Essentials**
- **Product Line-specific Fundamentals course(s)**
  - • IT Service Management (ITSM)
  - • Human Resources (HR)
  - • Customer Service Management (CSM)
  - • Etc.
- **Additional Recommended**
  - • Get Started with Reports
  - • Responsive Dashboards Overview
Process Owner Learning Path

Welcome to ServiceNow

Get Started with Now Create

Product Line-specific Fundamentals course(s)

Performance Analytics Essentials

Additional Recommended
- Get Started with Reports
- Responsive Dashboards Overview
- Adopting a Platform Owner Mindset

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Implementer Learning Paths
Implementer Learning Path
Application Portfolio Management (APM)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow
Get Started with Now Create
ServiceNow Administration Fundamentals
CSA voucher
ServiceNow Platform Implementation

APM Fundamentals
APM Implementation
Common Service Data Model (CSDM) Fundamentals
APM Implementation, Simulator
CIS-APM Voucher
Performance Analytics Essentials

Additional Recommended
- Configuration Management Database (CMDB) Fundamentals
- PPM Fundamentals
- IT Service Management Fundamentals
- UI Builder Fundamentals
- PPM Fundamentals
- IT Service Management Fundamentals
- UI Builder Fundamentals
- PPM Fundamentals
- IT Service Management Fundamentals
- UI Builder Fundamentals

CSA voucher
ILT: Instructor-led Training

CIS: Certified Implementation Specialist

Certified Implementation Specialist in APM (CIS-APM)

Ongoing Delta testing
Micro certification
Mainline Certification

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

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Implementer Learning Path
Customer Service Management (CSM)

Welcome to ServiceNow
Get Started with Now Create

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals
ServiceNow Platform Implementation
CSA voucher
CSM Fundamentals
CSM Implementation
ITL: Instructor-led Training
CIS-CSM Voucher
Certified Implementation Specialist in CSM (CIS-CSM)
Ongoing Delta testing

Certified Implementation Specialist Required to achieve 'Professional'
- CIS-CSM
- Predictive Intelligence Fundamentals
- Predictive Intelligence Implementation
- Performance Analytics Essentials
- Virtual Agent Fundamentals
- Virtual Agent Implementation
- Natural Language Understanding Fundamentals
- Virtual Agent Simulator

Additional Recommended
- Communities Overview, Fundamentals, and Implementation
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals

Micro certification
Mainline Certification

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path
Employee Workflows

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow
Get Started with Now Create

ServiceNow Administration Fundamentals
CSA voucher

ServiceNow Platform Implementation

Human Resources Service Delivery Fundamentals

Human Resources Service Delivery Implementation

CIS-HR Voucher

Employer Growth & Development Essentials

Employee Center Essentials

Workplace Service Delivery Essentials

Safe Workplace Essentials

Health and Safety Incident Management Essentials

Legal Service Delivery Essentials

Certified Implementation Specialist in HR (CIS-HR)

CIS-HR Voucher

Micro certification
Mainline Certification

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional requirements to achieve HRSD Professional Suite Certification
- CIS-HR
- Predictive Intelligence Implementation
- Performance Analytics Advanced
- Virtual Agent Implementation

Certified Implementation Specialist in HR (CIS-HR)

Ongoing Delta testing

Additional Recommended
- Performance Analytics Fundamentals
- Performance Analytics Advanced
- Service Portal Fundamentals
- ServiceNow Localization Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Continual Improvement Management Essentials
- Workforce Optimization Essentials
- Process Mining Essentials
- Get Started with Universal Request

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Implementer Learning Path
Field Service Management (FSM)

Select Product Line
FSM
- FSM Fundamentals
- Dynamic Scheduling Essentials
- Field Service Management FSM Dynamic Scheduling Essentials
- Ongoing Delta testing
- FSM Implementation
- CIS-FSM voucher
- Certified Implementation Specialist in FSM (CIS-FSM)
- Ongoing Delta testing

Additional Recommended Courses
- FSM Extras
- Additional Recommended Courses for FSM Implementers
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals

Welcome to ServiceNow
Get Started with Now Create
ServiceNow Administration Fundamentals
ServiceNow Employee Workflows
ServiceNow Platform Implementation
ServiceNow Administration Fundamentals
CSA voucher
ServiceNow Employee Workflows
ILT: Instructor-led Training
CIS: Certified Implementation Specialist
APM
CSM
GRC
ITAM
ITOM
ITSM
Now Intelligence
SecOps
Service Provider
SPM
Industry-Specific

Micro certification
Mainline Certification

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path
Risk and Compliance (GRC)

Additional Recommended Courses
- Automated Test Framework (ATF) Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
Implementer Learning Path
Vendor Risk Management (VRM)

Welcome to ServiceNow +
Get Started with Now Create +
ServiceNow Administration Fundamentals +
ServiceNow Platform Implementation +
Vendor Risk Management (VRM) Implementation +
CIS-VRM Voucher +
Vendor Risk Management (VRM) Simulator +
Vendor Risk Management (VRM) Fundamentals +
Certified Implementation Specialist in VRM (CIS-VRM)
Ongoing Delta testing

Additional Recommended Courses
• Automated Test Framework (ATF) Essentials +
• Common Service Data Model (CSDM) Fundamentals +
• Knowledge Management Fundamentals +
• Performance Analytics Essentials +

Micro certification • Mainline Certification

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Implementer Learning Path
Business Continuity Management (BCM)

Welcome to ServiceNow
UI Builder Fundamentals
Get Started with Now Create
ServiceNow Administration Fundamentals
CSA voucher
PPM Fundamentals
ServiceNow Platform Implementation
GRC: Business Continuity Management (BCM) Implementation
Business Continuity Management (BCM) Assessment Simulator
ITSM
ITAM
ITOM
Now Intelligence
SecOps
Service Provider
SPM
Industry-Specific
APM
CSM
Employee Workflows
FSM
GRC

Select Product Line

Micro certification
Mainline Certification

Additional Recommended
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Industry Certifications
  - ABCP
  - CBCP
  - MBCP (DRII)
  - CBCI/MBCI (BCI)

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

IT Asset Management (ITAM)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITQM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Hardware Asset Management (HAM) Fundamentals
- CIS-HAM Voucher

Hardware Asset Management Specialist in HAM (CIS-HAM)
- Ongoing Delta testing

Software Asset Management (SAM) Fundamentals
- CIS-SAM Voucher

Software Asset Management Specialist in SAM (CIS-SAM)
- Ongoing Delta testing

Certified Implementation Specialist in HAM (CIS-HAM)
- Ongoing Delta testing

Additional Recommended:
- SAM: Integration with SCCM for Reclamation and Distribution
- Discovery Basics for SAM
- Entitlement Import Basics for SAM
- Software Asset Management Reconciliation Troubleshooting
- Software Normalization for Software Asset Management
- Microsoft Office 365 Optimization for Software Asset Management
- Mobile Hardware Asset Management Fundamentals
- Hardware Asset Workspace Overview
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Agent Client Collector Essentials
- Subscription Management Essentials
- Cloud Insights

Welcome to ServiceNow
Get Started with Now Create
Welcome to ServiceNow Administration Fundamentals
CSA voucher
ServiceNow Platform Implementation
ServiceNow Administration Fundamentals
CSA voucher
ServiceNow Platform Implementation
Ongoing Delta testing
Certified Implementation Specialist in HAM (CIS-HAM)
Ongoing Delta testing
Certified Implementation Specialist in SAM (CIS-SAM)
Ongoing Delta testing

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
- SCCM: Microsoft System Center Configuration Manager

Micro certification
Mainline Certification

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Implementer Learning Path

IT Operations Management (ITOM) (1 of 2)

Select Product Line

APM
CSM
Employee Workflows
FSM
GRC
ITAM
ITOM
ITSM
Now Intelligence
SecOps
Service Provider
SPM
Industry-Specific

Implementer

Welcome to ServiceNow
Get Started with Now Create

ServiceNow Administration Fundamentals
ServiceNow Platform Implementation

CMDB Fundamentals
ITOM Overview

Cloud Provisioning and Governance Fundamentals [CPG]
Cloud Provisioning and Governance Advanced [CPGA] (On Demand) CIS-CM Voucher
CMDB Assessment Simulators (Health /Configure+)

Service Mapping (SM) Advanced
CIS-SM Voucher
CIS-CM
CIS-SM Voucher
CIS-CM Voucher
CIS-CM Voucher

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Agent Client Collector Essentials
- Flow Designer Essentials
- MID Server Fundamentals
- Subscription Management Overview
- Service Mapping Extras
- Service Graph Connector Essentials

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Cloud Insights
- Configuring Cloud Management for IP Address Mgmt
- MID Server Fundamentals
- Subscription Management Overview

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals
- Agent Client Collector Essentials
- MID Server Fundamentals
- Subscription Management Overview
- Discovery Fundamentals

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Implementer Learning Path
IT Operations Management (ITOM) (2 of 2)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Implementer

Welcome to ServiceNow +
Get Started with Now Create +
ServiceNow Administration Fundamentals
CSA Voucher
ServiceNow Platform Implementation
ServiceNow Platform Implementation
ITOM Overview +

Certified Implementation Specialist in Discovery (CIS-Disco)
 ongoing Delta testing +

CIS-DF Voucher

Certified Implementation Specialist in Event Management (CIS-EM)
 ongoing Delta testing +

CIS-EM Voucher

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Agent Client Collector Essentials
- Integration Hub Fundamentals
- MID Server Fundamentals
- Subscription Management Overview
- Discovery Extras
- Service Graph Connector Essentials

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Service Data Model
ILT: Instructor-led Training

Micro certification + Mainline Certification

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

IT Service Management (ITSM)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITQM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Implementer

Welcome to ServiceNow +
Get Started with Now Create +

Recommended (ITSM Professional)
Required to achieve 'Professional'
- CIS-ITSM
- Predictive Intelligence Fundamentals +
- Performance Analytics Fundamentals ☀
- Virtual Agent Fundamentals +
- Virtual Agent Implementation +
- Natural Language Understanding +

Recommended (ITSM Enterprise)
- Process Mining Essentials +
- Workforce Optimization Essentials +

Additional Recommended for ITSM Standard)
- Common Service Data Model (CSDM) Fundamentals ☀
- Configuration Management Database (CMDB) Fundamentals ☀
- Major Incident Management Fundamentals +
- Major Incident Management Implementation +
- Get Started with Service Operations Workspace +
- Employee Center Essentials +
- Knowledge Management Fundamentals +
- Knowledge Management Implementation +
- UI Builder Fundamentals +

ITSM Professional Management Essentials +
- DevOps Config Implementer Path +
- DevOps Change Velocity Implementer Path +

ServiceNow Administration Fundamentals ☀
CSA Voucher

ServiceNow Platform Implementation

ITSM Implementation ☀

CIS-ITSM Voucher

ITSM Implementation Simulator*
*Optional but recommended hands-on practice before exam

Ongoing Delta testing

Additional Acronyms
- CIS: Certified Implementation Specialist
- CMDB: Configuration Management Database
- CSDM: Common Service Data Model
- ILT: Instructor-led Training
Implementer Learning Path

Security Operations (SecOps)

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Security Operations Fundamentals

- Welcome to ServiceNow
- Get Started with Now Create

Security Incident Response (SIR) Implementation
- CIS-SIR Voucher
- CIS-SIR
- Ongoing Delta testing

Vulnerability Response (VR) Implementation
- CIS-VR Voucher
- CIS-VR
- Ongoing Delta testing

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended

- Automated Test Framework (ATF) Essentials
- Flow Designer Essentials
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- UI Builder Fundamentals
- Scripting in ServiceNow Fundamentals
- ServiceNow Administration Advanced
- Configuration Compliance Essentials
- Vulnerability Response Learning Bytes
- Introduction to Playbooks and Process Automation Designer
- Playbooks and Process Automation Designer Fundamentals

Micro certification
Mainline Certification
Accreditation

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

Service Provider (SP)

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Additional Recommended Certifications
- CIS-CMS
- CIS-ITSM
- CIS-CM (ITOM)
- CIS-Disco (ITOM)
- CIS-EM (ITOM)
- CIS-SM (ITOM)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Micro certification  Mainline Certification  Accreditation

Implementer Learning Path
Strategic Portfolio Management (SPM)

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITQM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals (CSA Voucher)
ServiceNow Platform Implementation
Welcome to ServiceNow
Get Started with Now Create

Performance Analytics (PA) Simulator
SPM Implementation +
CIS-PPM Voucher

Common Service Data Model (CSDM) Fundamentals +
Configuration Management Database (CMDB) Fundamentals +
ITSM Implementation ☼
Process Mining Essentials +
UI Builder Fundamentals +
Flow Designer: Introduction +

CIS-SPM
Ongoing Delta testing

Additional Recommended for SPM Standard
- Natural Language Understanding Fundamentals +
- Agile Development & Agile Implementation +
- Agile Implementation & Test Management 2.0 +
- SAFe Fundamentals & SAFe Implementation +
- Get Started with Hybrid Project Management +
- Investment Funding Fundamentals +
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**
- **CIS**: Certified Implementation Specialist
- **ILT**: Instructor-led Training

**Micro certification**

**Mainline Certification**

**Accreditation**

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**Implementer Learning Path**

**Industry: Financial Services Operations (FSO)**

- **Welcome to ServiceNow**
- **Get Started with Now Create**
- **Customer Service Management (CSM) Fundamentals**
- **Flow Designer Fundamentals**
- **Integration Hub: Use Store Spokes**
- **Playbooks and Process Automation Designer Fundamentals**
- **UI Builder Fundamentals**
- **Document Intelligence Fundamentals**
- **FSO Essentials**

**Select Product Line**

- **APM**
- **CSM**
- **Employee Workflows**
- **FSM**
- **GRC**
- **ITAM**
- **ITOM**
- **ITSM**
- **Now Intelligence**
- **SecOps**
- **Service Provider**
- **SPM**

**Industry-Specific**

- **FSO: Banking and Wealth Essentials**
- **FSO: Insurance Essentials**
- **Delivery Accreditation: FSO Banking & Wealth**

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Implementer Learning Path

Industry: Telecommunications, Media, and Technology (TMT)

Welcome to ServiceNow
Get Started with Now Create

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals (CSA Voucher)
ServiceNow Platform Implementation

Flow Designer Fundamentals
Customer Service Management (CSM) Fundamentals
Introduction to Playbooks and Process Automation Designer
Telecommunications Network Inventory (TNI) Essentials
Application Developer Process Creator Micro-Certification
Telecommunications, Media, and Technology Essentials

Customer Service Management (CSM) Implementation

Additional Recommended
- Application Development Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Subscription Management Overview
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Micro certification
Mainline Certification
Accreditation
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

### Additional Acronyms
- **CIS:** Certified Implementation Specialist
- **ILT:** Instructor-led Training

### Micro certification Mainline Certification Accreditation

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### Implementer Learning Path

**Industry:** Telecommunications Network Inventory (TNI)

**Select Product Line**
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

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### Additional Recommended
- Application Development Fundamentals
- Common Service Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Subscription Management Overview
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials
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**Additional Acronyms**
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- **ILT**: Instructor-led Training

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**Implementer Learning Path**

**Industry: Public Sector Digital Services (Government)**

**Select Product Line**
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

**Micro certification**
- Welcome to ServiceNow
- Get Started with Now Create
- ServiceNow Administration Fundamentals
- ServiceNow Platform Implementation

**Mainline Certification**
- Customer Service Management (CSM) Fundamentals
- Flow Designer Fundamentals
- Integration Hub: Use Store Spokes
- Integration Hub: Introduction
- Service Portal Fundamentals

**Accreditation**
- Playbooks and Process Automation Designer Fundamentals
- UI Builder Fundamentals
- Document Intelligence Overview
- PSDS Essentials

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Implementer Learning Path

Industry: Telecommunications Service Management (TSM)

Welcome to ServiceNow

Get Started with Now Create

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Customer Service Management (CSM) Fundamentals

Knowledge Management (KM) Implementation

Field Service Management (FSM) Fundamentals

Proactive Service Experience

Telecommunications, Media, and Technology Essentials

IT Service Management (ITSM) Implementation

Field Service Management (FSM) Implementation

Service Bridge Essentials

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Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended
- Telecommunications Network Inventory (TNI) Essentials
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials
Implementer Learning Path

Industry: Telecommunications Service Operations Management (TSOM)

Welcome to ServiceNow

Get Started with Now Create

ServiceNow Administration Fundamentals

ServiceNow Platform Implementation

Employee Workflows

FSM

GRC

ITAM

ITOM

ITSM

Now Intelligence

SecOps

Service Provider

SPM

Industry-Specific

Select Product Line

APM

CSM

Drive Value with Common Service Data Model (CSDM) 3.0, CMDB, and Service Graph

Integrate Service Graph Connector for Jamf

Integrate Service Graph Connector for Microsoft SCCM

Integrate

Automated Test Framework (ATF) Essentials

ITSM

ITAM

ITOM

ITSM

Now Intelligence

SecOps

Service Provider

SPM

Industry-Specific

ITOM Overview

Scripting in ServiceNow Fundamentals

System Administration Advanced

ServiceNow Platform Implementation

ServiceNow Administration Fundamentals

ServiceNow Employee Workflows

ITSM

ITAM

ITOM

ITSM

Now Intelligence

SecOps

Service Provider

SPM

Industry-Specific

ITOM Overview

Scripting in ServiceNow Fundamentals

System Administration Advanced

ServiceNow Platform Implementation

ServiceNow Administration Fundamentals

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Micro certification

Mainline Certification

Accreditation

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Implementer Learning Path

Industry: Healthcare and Life Sciences (HCLS) Service Management

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Customer Service Management (CSM) Fundamentals
Integration Hub: Introduction

Flow Designer Fundamentals
UC Builder Fundamentals

Customer Service Management (CSM) Implementation

Customer Service Management (CSM) Implementation

Playbooks and Process Automation Designer Fundamentals

Integration Hub: Use Store Spokes

Document Intelligence Fundamentals

Healthcare and Life Sciences (HCLS) Service Management Essentials

Delivery Accreditation: HCLS Service Management

Micro certification
Mainline Certification
Accreditation

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Welcome to ServiceNow
Get Started with Now Create
CIS-CSA
ServiceNow Administration Fundamentals
ServiceNow Platform Implementation
CSA Voucher

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

Mainline Certification Questions are sourced from all courses between the product line selection and the exam.

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Implementer Learning Path

Industry: Operational Technology (Industrial Sector)

Welcome to ServiceNow

CSA Voucher

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM

Discovery Fundamentals

Operational Technology [OT] Essentials

Integration Hub: Use Store Spokes

Integration Hub: Create New Spokes

OT Vulnerability Response Essentials

OT Incident Management Essentials

OT Change Management Essentials

Additional Acronyms

CIS: Certified Implementation Specialist
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Micro certification
Mainline Certification
Accreditation

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Implementer Learning Path
Industry: Supplier Lifecycle Operations (SLO)

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM

Industry-Specific
- Welcome to ServiceNow
- Get Started with Now Create
- ServiceNow Administration Fundamentals
- ServiceNow Platform Implementation
- CSA Voucher

Service Portal Fundamentals
- Flow Designer Fundamentals
- UI Builder Fundamentals
- Introduction to Playbooks and Process Automation Designer
- Integration Hub Fundamentals

Knowledge Management Overview Activity
- Knowledge Management Overview Lesson

Source-to-Pay Operations (Previously POM) Essentials
- Source-to-Pay Integration with SAP ECC & SAP S4 HANA

Additional Recommended
- Service Portal Advanced
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

Micro certification ☑ Mainline Certification ☑ Accreditation
Implementer Learning Path

Industry: Accounts Payable Operations (APO)

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow

ServiceNow Administration Fundamentals
- CSA Voucher

Get Started with Now Create

ServiceNow Platform Implementation
- Flow Designer Fundamentals
- FSM
- Integration Hub Fundamentals
- Integration Hub Fundamentals

UI Builder Fundamentals

Introduction to Playbooks and Process Automation Designer

Employee Center Essentials (Utah)

Service Portal Fundamentals

Knowledge Management Overview Activity

Source-to-Pay Operations (Previously POM) Essentials

Source-to-Pay Operations (Accounts Payable Operations) Implementation Bootcamp

Additional Recommended Training on Now Learning
- Service Portal Advanced
- Scripting in ServiceNow Fundamentals
- System Administration Advanced
- Automated Test Framework (ATF) Essentials

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementer. Mainline certification questions are sourced from all courses between the product line selection and the exam.

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Additional Resources

Training Bundles Datasheet
Help your team accelerate value with training bundles curated to deliver specific recommendations.

RiseUp Career Journeys
Fast track your learning with collections of courses, credentials, and activities organized by job level.